

Gregory Hlibok

Docket # 9867

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Federal Communications Commission  
Office of the Secretary

From: Opieflower@aol.com  
 Sent: Monday, November 29, 2004 5:37  
 To: Thomas Chandler  
 Subject: Spanish Video Relay Service

Hi there,

My name is Hortencia Orozco, I used to Spanish Video Relay Service before it was about 2 years ago. It was amesome and worthy it . It was so beautiful and smooth .I loved it. My mom felt more comfortable to communicated with me as one line when I was on.

About one week ago i asked staffs ( relay service ) about do provided spanish video relay service. they said yes different the story i am very confused becuase a person said it was on holiday, a person said had limit time, a person said not do it weekend. A person said only mon to friday from 9 to 1 pm only see that is unfair. Today I spoke with a person she said no dont have spanish video relay service see they were talking differnt the story wow.... I did , was so happy before. Now I am very diappointed. I couldn't call and communicate with my mom. She can't read English. I know they have tranferlate spanish for me but my exerieence, I didn't like it and waste time wow and it is ugly. I have not been talking with my mother for one year on spanish.

Please do provide spanish video relay service I really need it. I have been waiting for a year and half years since they cutted it. I am sure that ( spanish people ) are suffered. that is fair access different languages for me and my Mom. It is very important.

Please get business for us ( spanish people )...  
 THanks for understanding  
 Hortencia

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11/30/2004